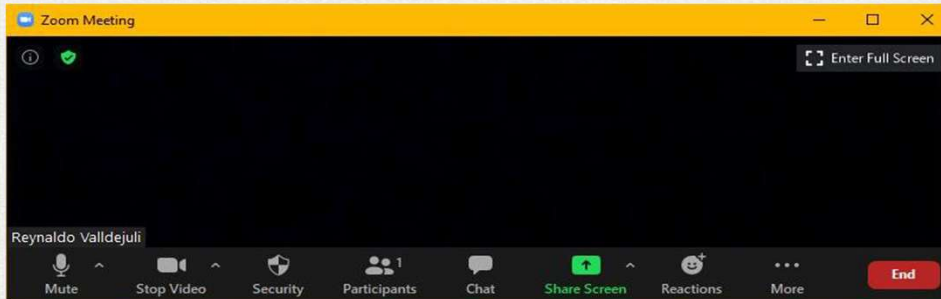


# Zoom Meeting Preparation

- Please make sure your phone or computer is muted to minimize background noise.
  - To do this, hover over the bottom left-hand side of your screen and click “Mute.”
- Please make sure you have turned off your camera to save bandwidth and prevent any connectivity issues.
  - To do this, hover over the bottom left-hand side of your screen and click “Stop Video.”
- Please submit questions during the presentation in the “Chat” function located on the bottom of your screen.



**NOTICE:** In accordance with the Americans with Disabilities Act, if you need special assistance at this meeting please contact [ldoecommunications@la.gov](mailto:ldoecommunications@la.gov).



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## **eScholar Office Hours**

### **September 16, 2021**

Visit the [eScholar Support Page](#) for a copy of the webinar deck

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# Agenda

- General Information:
  - eScholar URLs for Uniq-ID, DirectMatch, StaffID
  - Password resets
  - LEA Contact List
  - Uniq-ID
    - Submit students
    - Missing student demographic information and LOSFA
  - DirectMatch
    - Statewide matching
    - Free Lunch vs. Paid Lunch
    - Download using “MyStudents”
  - StaffID
    - Submit staff data
    - Identifying errors (records canceled during data validation)



## **eScholar 2021-2022 General Information**



## eScholar URLs

**Uniq-ID (Student ID):** <https://louisianasecureid.escholar.com>

**StaffID:** <https://louisianastaffid.escholar.com>

**DirectMatch:** <https://SecureID.Idoe.la.gov/> (NEW)

**User Guides:** [2021-2022 eScholar Uniq-ID User Guide](#)

[2021-2022 eScholar StaffID User Guide](#)

[2021-2022 eScholar DirectMatch User Guide](#)

[2021-22 eScholar DirectMatch Admin Guide Security Management](#)

**eScholar Info:** [eScholar Support Page](#)

# eScholar Password Resets and FTP Access

## Uniq-ID and StaffID: Password Resets

- **Security coordinators:** contact [Jayanthi.Sothirajah@la.gov](mailto:Jayanthi.Sothirajah@la.gov) or [Wanggan.Yang@la.gov](mailto:Wanggan.Yang@la.gov)
- **Data managers:** contact your security coordinator

## DirectMatch: Password Resets

- within the application (click on the *Lost Your Password* button)

eScholar FTP: <https://louisianasecureftp.escholar.com/WebInterface/login.html>

- access to eScholar FTP, Credentials folder, IBCs or HighSet folders
- contact: [LouisianaSecureID@escholar.com](mailto:LouisianaSecureID@escholar.com)



## 2021-2022 LEA Contact List

The [2021-2022 LEA Contact List](#) is located in the [EdLink Support page](#)

- Copy/paste your district's data into a new EXCEL sheet
- Review and edit (add/remove data managers)
- Send updated EXCEL file to [SystemSupport@la.gov](mailto:SystemSupport@la.gov)



**2021-2022 eScholar Uniq-ID**



## eScholar Uniq-ID

- Submit your **2021-2022 student enrollments** to Uniq-ID for LASID assignment.
  - Even if the students were assigned LASIDs in the previous year, if they are enrolled in your district in this school year, they must be submitted to Uniq-ID for LASID assignment.
  - Submit new enrollments throughout the year
- School systems will need to create a new LASID for a student ONLY IF the student:
  - has never been enrolled or not enrolled within the last 5 years in any public or charter school in the State,
  - has never received any special education services (SER) in the State -including students previously enrolled in a nonpublic school or preschool students.
  - All other students should already have a LASID in eScholar.

**Note:** the Oct 1 MFP collection is coming up in 17 days.

**Districts must first submit their students to eScholar Uniq-ID for LASID assignment or they will receive ADQs "LASID does not exist" when their data is submitted to EdLink.**

# eScholar Uniq-ID

## Problem Analysis and Resolution:

For student(s) who graduated in the 2020-2021 school year and it was determined there are issues with the student's transcript not being received by LOSFA due to missing demographic information:

- update the students information in your local system (SSN, parental consent, etc.)
- submit the student to Uniq-ID for the 2021-2022 school year:
  - **ESSY = 2022** with **Location Active Flag = 0 (inactive)**
- submit the student to the Student Transcript System (STS)
- submit the graduation date
- certify the site



# Missing Student Demographics and LOSFA

Student graduated in 2020-2021 but has issues with LOSFA and transcripts due to missing SSN or demographic information

Submit the student to Uniq-ID  
for the 2021-2022 school year:

**ESSY = 2022**

**Location Active Flag = 0  
(inactive)**

LOCATION / ENROLLMENT INFORMATION	
PERSON TYPE	Student
GRADE PLACEMENT	Twelfth
SCHOOL/SITE CODE	348001 New Orleans Military & Maritime Academy
LEA CODE	348 New Orleans Military & Maritime Academy
RESIDING PARISH CODE	36 Reside Orleans Parish
ENDING SCHOOL SESSION YEAR	2022
LOCATION ACTIVE FLAG	Inactive
LOCAL ID	0017380
SOURCE SYSTEM	SIS
ALTERNATE ID	
ALTERNATE SOURCE	
LAST UPDATED	8/13/2021 16:21
CREATED	07/18/2019 10:22



## 2021-2022 DirectMatch





# eScholar DirectMatch

## eScholar DirectMatch system (Version 2020)

- URL: <https://SecureID.la.gov/>
- Your email address is your loginID
- Users can reset their password within the application
- DirectMatch houses multiple program types (SNAP, TANF, etc.)
  - Match students through Person ID, Upload File, Online Entry or by Address
  - Identify DC extended children (siblings or children living in the same household; enrolled in Head Start or Even Start programs, migrants, runaways, homeless, foster care)
  - Calculate Identified Student Percentage (ISP), view and submit Population and Elections data for Community Eligibility Provision (CEP) (will be available in late Fall)
- Run DirectMatch **after 2021-22 expected student enrollments** have been submitted to eScholar SecureID;
- if there are new enrollments during the month, DirectMatch should be run by school systems and those match results downloaded into their local system

## Free Lunch vs. Paid Lunch

**A student who is allowed to eat free is different from a student who is qualified to eat free.**

- The student who is allowed to eat free:
  - did not qualify for SNAP
  - did not qualify through income survey forms
  - is identified as **Paid in SIS**
  - is enrolled in a CEP school
- A student who is qualified to eat free is reported as **Free in SIS** if they are:
  - “qualified” via SNAP from DirectMatch
  - DC extended (siblings or children at the same address), enrolled in Head Start or Even Start programs, migrants, runaways, homeless, foster children)
  - Qualified through [income survey forms](#) (if attending a CEP school)
  - Qualified through [lunch applications](#) (if attending a non-CEP school).



# Qualification For Free Lunch Based on Household

Last week we had a question about who qualifies for free lunch in a household using the DC extended (siblings or children at the same address) criteria.

*If a displaced family moves in to single family dwelling does the whole household qualify for F/R or only the Displaced family?*

According to the FNS team, the information below comes from the [USDA Eligibility Manual for School Meals](#).

- The definition of “household” can be a little different when 2 families are living together as a result of disaster.
- A child who is a member of a household that receives Assistance Program benefits (SNAP or TANF) is categorically eligible for free meals. If one child or adult in the household receives Assistance Program benefits, categorical eligibility for free meal benefits through the CNPs is extended to all children in that household.

## Qualification For Free Lunch Based on Household – cont.

- Children determined to be homeless due to a disaster are categorically eligible for free meals in NSLP. In this situation, the homeless liaison makes a determination of homelessness and provides to the LEA a list of all children determined homeless due to the disaster.
- For more information, see SP 46-2014, CACFP 12-2014, SFSP 18-2014: *Disaster Response*, <http://www.fns.usda.gov/disaster-response-0>
- When a household hosting a homeless family applies for free and reduced price benefits for their own children, the host family may include members of the homeless family as household members if the host family provides financial support to the homeless family.
  - “Financial support” may include shelter, utilities, clothing, or food.
  - When applying for benefits, the host family must also include any income received by the homeless family.
  - The eligibility status for the host family is based on its income or other sources of categorical eligibility.
  - However, as stated at [7 CFR 245.6\(b\)\(8\)](#), the categorical eligibility of a homeless child does not convey categorical eligibility to other children in the household.



## 2021-2022 Seamless Summer

USDA has issued a waiver to allow schools to operate Seamless Summer during the SY21-22.

- Seamless Summer allows all students to receive free meals (similar to CEP).
- At this time, all schools in Louisiana are intending to operate under the flexibility.
- This does not qualify the student themselves as free.

For more information, refer to: [Nationwide Waiver to Allow the Seamless Summer Option Through School Year 2021-2022](#)



## Statewide DirectMatch

### September – June:

- LDOE has run the SNAP matches for each school district (**Batch # 676**)
  - Districts are responsible for resolving any near matches
  - You will see your district's name and the number of near matches to resolve

	676 DM Person ID (State)	SNAP	Caddo Parish	09/14/2021 10:52 PM	60 of 200 PENDING	 Pending: Near Matches	Resolve 
---	-----------------------------	------	--------------	------------------------	----------------------	--	---





## Statewide DirectMatch

When the statewide matching was running, you may have seen a message that said, ***“WARNING: A SNAP State Batch is currently running and should be done in less than one hour. You cannot run another state match until this process is completed.”***

The screenshot shows the ESCHOLAR DIRECTMATCH web application. At the top, there is a black header with the ESCHOLAR logo and the text "DIRECTMATCH". Below the header, a yellow warning banner displays the message: "Warning: A SNAP State Batch is currently running and should be done in less than one hour(s). You cannot run another state match until this process is completed." The main content area is titled "Match Options" and features a sidebar with navigation icons (home, checkmark, magnifying glass). The "Match Options" section has two tabs: "PERSON" (selected) and "ADDRESS". Under the "PERSON" tab, there are four input fields: "Match Option", "District", "District Name", and "School". To the right of these fields are four buttons: "Person ID", "Upload File", "Individual Match", and "Manual Authorization". Below the "District" field, there is a dropdown menu labeled "Specific Districts" with the option "Lincoln Parish School System" selected. At the bottom of the dropdown, the option "All Schools" is visible.



## Downloading Matched Records

- Districts will download the appropriate SNAP files to load into their local systems:
  - 3.0 file format – local school system
  - DM Index – food service system
  - 3.0+ file format – audits
- Use the Search function in DirectMatch to download all your free lunch eligible students
- Districts should reach out to their vendors if they need assistance with loading the DM Index or the 3.0 file format into their local systems
- Districts with students who enrolled after the LDOE has run the statewide should run DirectMatch and those match results downloaded into their local systems

*Note: Your district will be submitting its free lunch data to EdLink nightly.*



# TANF

The LDOE uses the TANF files for its Economically Disadvantaged counts

- See the [ED definition and guidance](#)

## **MCS (Heartland/Franklin) is working on the TANF layout.**

- After testing, MCS will release the layout to districts' food service systems
- The TANF file layout will be in the same format as the SNAP file layout
- Districts will be able to download the TANF file in the formats below:
  - DM Index
  - 3.0 file format
  - 3.0+ file format
- Districts will be able to load the TANF file into their local systems without overwriting the SNAP data

*Districts may use the TANF file to identify additional free lunch students for the 2021-2022 school year.  
Use the Search function in DirectMatch to download your TANF students.*

# Downloading from Search Function “MyStudents”

- Select the Match Type; School Year = 2022; Click the Search button
- The students’ data will appear in a table
- Click on the paper icon to download the students

Home > Search Options

## Search Options

Identifier :

Match Type :

SNAP

District :

Vernon Parish School...

School :

School Year :

2022

Reset

Search

## Search Results



State ID	Name	DOB	Gender	Grade	Location Info	ID Info	Eligibility Types	Earliest Identified Date	Actions
						9189769 SIS	SNAP	07/01/2021	>>
						3189885 SIS	SNAP	07/01/2021	>>



# DirectMatch Q & A

## 1. When can the TANF files be used to identify additional free lunch students?

- You can use the TANF files for the 2021-2022 school year to identify additional free lunch students.
  - *Use the Search function in DirectMatch to download your TANF students*

## 2. What has happened to my district's prior year DirectMatch data?

- Data from 2020-2021 will be available at the end of September 2021
- Data from 2017-2018, 2018-2019 and 2019-2020 will be available in July 2022

## 3. How do I set up accounts for DirectMatch users in my district?

- Refer to the recording here: [Security Coordinator DirectMatch Training](#)
- Refer to the User Guide here: [2021-22 eScholar DirectMatch Administrator Guide Security Management](#)



**2021-2022 eScholar StaffID**



## eScholar StaffID

- Submit your **2021-2022 staff** to StaffID for ID assignment.
  - Submit returning and new staff at the beginning of the school year
  - Submit new staff hires throughout the year
- Staff who need EdLink dashboard access must be submitted to StaffID for the current year.
- If you do not have a current year record in eScholar StaffID or your staff ID is not linked to Myla user id you will see the error message below when you log into EdLink.

You do not have a valid user ID and staff ID linked. Please contact your local security coordinator for assistance

# What codes are used for the Employee Status?

The codes used for the Employee Status are:

- 01 – school board employee
- 02 – post-secondary employee
- 03 – contracted professional services person
- 04 – third party contract employee
- 05 – state employee (classified)
- 06 – state employee (unclassified)
- 07 – resident teacher



## Who Should be Submitted to eScholar StaffID?

- Any staff without a 10-digit eScholar StaffID
- Any new staff who recently joined the school system
- Regular employees (*employee status code = 01*)
- Contracted employees (i.e., contracted teachers, related services personnel, etc.) (*employee status code = 03 or 04*)
- Post-secondary employees (for which the district collects SSN) (*employee status code=02*)
- Long term substitute teacher reported to PEP as a regular employee (*employee status code = 01*)
- Resident teacher (*employee status code = 07*)

## Who Should NOT be Submitted to eScholar StaffID?

- Vacant (*employee status code = 01; SSN begins with 999*)
- Post-secondary employees (*where the district does not collect SSN; but creates an SSN that begins with 998*)
- Short term substitutes



# ID Assignment: Canceled Records

The file you loaded into eScholar StaffID has passed validation and proceeded to the ID Assignment stage. Batch # 445 has a total record count of 20 but only 11 were assigned IDs.

**STAFF ID HOME**jay.Sothirajah, Department of Education

Home?

FILTER

LEA CODE:  
Red River Charter Academy [WBY]

SCHOOL/SITE CODE

BATCH NUMBER

SUBMISSION TYPE  
All

PROCESSING STAGE  
All

FROM  
05/21/2020

TO  
08/19/2020

SORT  
Upload Date Desc

**FILTER RESULTS**

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	LEA CODE	SCHOOL/SITE CODE	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/19/2020 15:14	File	<a href="#">463</a>	WBY	<a href="#">LEA</a>	PEP	ID(s) Assigned.	19 of 19	<a href="#">DOWNLOAD STAFF ID</a>
08/19/2020 14:16	File	<a href="#">445</a>	WBY	<a href="#">LEA</a>	PEP	ID(s) Assigned.	11 of 20	<a href="#">DOWNLOAD STAFF ID</a>

Displaying 1 - 2 of 2

[<< FIRST](#) [< PREV](#) **PAGE 1 OF 1** [NEXT >](#) [LAST >>](#)

## Identify the Unassigned Records

- Select batch # 445 to open the batch information page
- 9 records were canceled during the data validation stage

Batch Information: **Batch 445**

STATISTICS

PROCESSING

DOWNLOADS

GENERAL

### ID ASSIGNMENT COMPLETE

Staff Found and History Created During Match Resolution Stage	8
New ID Assigned - No Matching Record Found	3

### CANCELED

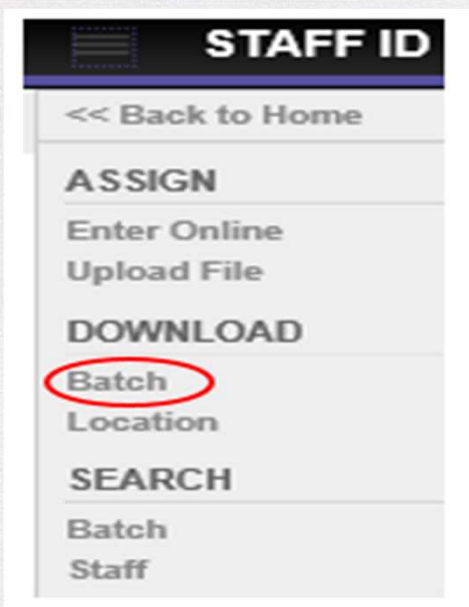
Canceled During Data Validation Stage	9
---------------------------------------	---

CLOSE WINDOW



## Identify the Unassigned Records

Find the batch that has the canceled records.



At the Main Menu, under DOWNLOAD, select Batch

## Identify the Canceled Records

- Under the Extract Type, select Canceled.
- Select FILTER RECORDS
- Select EXTRACT RECORDS

**STAFF ID HOME** jay.Sothirajah, Department of Education

Extract and Download Batch ?

**FILTER**

LEA CODE: Red River Charter Academy [ WBY ]  
SCHOOL/SITE CODE:   
CONTENT STATUS: Active

SUBMISSION TYPE: All  
EXTRACT TYPE: **Canceled**  
FROM: 05/21/2020  
TO: 08/19/2020  
SORT: Upload Date Desc

**FILTER RESULTS**

UPLOAD DATE	BATCH INFO	LEA CODE	SCHOOL/SITE CODE	STATUS	RECORD COUNT	NEXT ACTION
08/19/2020 14:16	<a href="#">445</a>	WBY	<a href="#">LEA</a>	Canceled.	9	<b>EXTRACT RECORDS</b> <b>ADD TO DOWNLOAD CART</b>

Displaying 1 - 1 of 1

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# Download the Canceled Records

Select DOWNLOAD

STAFF ID HOME					jay.Sothirajah, Department of Education
Extract and Download Batch - Batch					
UPLOAD DATE	BATCH INFO	STATUS	RECORD COUNT	NEXT ACTION	
08/19/2020 14:16	<a href="#">445</a>	File Extract Complete.	9	<input type="button" value="DOWNLOAD"/>	
				<input type="button" value="EXTRACT ANOTHER BATCH"/>	

At the bottom of you screen you will see the dialog box below. You can open or save the file to your desktop; and review the canceled records

Do you want to open or save sid\_WBY-UID-2523975026\_445\_20200819\_233742\_ide\_iv.txt from louisianastaffid.escholar.com?

Open

Save



Cancel

## Open Batch and Review Canceled Records

Open the batch file. It is a comma separated file (csv).

Scroll all the way to the right. The reason for the cancelation will be at the end of each record.

```
,,,Canceled During Data Validation Stage,,,593281,1181,08/19/2020,RaceEthnicity is not valid(NNNNNN)
anceled During Data Validation Stage,,,593282,1181,08/19/2020,Classification Level is not present;RaceEthnicity is not valid(NNNNNN)
,,,Canceled During Data Validation Stage,,,593283,1181,08/19/2020,Classification Level is not present;SSN is not valid(9WBY00002);RaceEthnicity is not valid(NNNNNN)
,,,,,Canceled During Data Validation Stage,,,593287,1181,08/19/2020,ClassificationLevel is not present;RaceEthnicity is not valid(NNNNNN)
Canceled During Data Validation Stage,,,593288,1181,08/19/2020,Classification Level is not present;RaceEthnicity is not valid(NNNNNN)
,,Canceled During Data Validation Stage,,,593295,1181,08/19/2020,Classification Level is not present;RaceEthnicity is not valid(NNNNNN)
,,,,,,Canceled During Data Validation Stage,,,593296,1181,08/19/2020,Classification Level is not present;RaceEthnicity is not valid(NNNNNN)
,,Canceled During Data Validation Stage,,,593297,1181,08/19/2020,RaceEthnicity is not valid(NNNNNN)
,,,Canceled During Data Validation Stage,,,593298,1181,08/19/2020,Classification Level is not present;RaceEthnicity is not valid(NNNNNN)
```

### Issues:

- Race-ethnicity must have at least one Y
- SSN is invalid
- Classification Level is missing



## Open Batch and Review Canceled Records

Scroll to the left to the beginning of the file.

- All 9 records need to be corrected in your local system
- Download a fresh file and submit to eScholar StaffID

Canceled Records\_Batch 445.txt - Notepad

File Edit Format View Help

TH 08/19/2020 23:37:42 2523975026 3.0 delimiter=0X2C source=PEP

```
ID,WBY001,,PELICAN,POLLY,,F,05/02/1995,01,010022,123123123,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data Vali
ID,WBY001,,JAYHAWK,JASMINE,,F,09/10/1962,,010014,234234234,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data V
ID,WBY001,,EDGEAR,EDGEAR,,M,09/13/2019,,910020,9WBY00002,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data V
ID,WBY001,,HORNBILL,GHARRY,,M,01/13/1953,,010011,345345345,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data \
ID,WBY001,,OXBIRD,OCTAVIA,,F,08/30/1963,,010024,456456456,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data Vali
ID,WBY001,,ROBIN,RENEE,,F,11/28/1977,,010023,567567567,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data Validati
ID,WBY001,,HUMMINGBIRD,ROGER,,M,05/06/1969,,010012,678678678,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Da
ID,WBY001,,CASSOWARY,CATHY,,F,01/24/1980,01,010021,789789789,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Da
ID,WBY001,,KIWI,KINSLEY,,F,10/10/1981,,010017,890890890,NNNNNN,,WBY,2021,,,,,,,,,,,,,,,,,001,02,,,,,,,,,Canceled During Data Validation
TT 2523975026 11
```

# ID Assignment Completed

The record count shows all records were assigned IDs. Select DOWNLOAD STAFF ID and load into your local system.

**STAFF ID HOME**jay. Sothirajah, Department of Education

Home?

FILTER

LEA CODE:  
Red River Charter Academy [ WBY ]

SCHOOL/SITE CODE

BATCH NUMBER

SUBMISSION TYPE  
All

PROCESSING STAGE  
All

FROM  
05/21/2020

TO  
08/19/2020

SORT  
Upload Date Desc

FILTER RESULTS

UPLOAD DATE	SUBMISSION TYPE	BATCH INFO	LEA CODE	SCHOOL/SITE CODE	SOURCE SYSTEM	STATUS	RECORD COUNT	NEXT ACTION
08/19/2020 15:14	File	<a href="#">463</a>	WBY	<a href="#">LEA</a>	PEP	ID(s) Assigned.	19 of 19	<a href="#">DOWNLOAD STAFF ID</a>
08/19/2020 14:16	File	<a href="#">445</a>	WBY	<a href="#">LEA</a>	PEP	ID(s) Assigned.	11 of 20	<a href="#">DOWNLOAD STAFF ID</a>

Displaying 1 - 2 of 2

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*Note: During the resolve near match process, you may cancel a record if the staff is no longer employed in your district. In such cases, the ID will not be assigned. The record count will show fewer assigned ID records than what you submitted.*



# Office Hours and Monthly Webinar

- **eScholar Office hours 10:00 am each Thursday**
  - Zoom link: <https://ldoe.zoom.us/j/96648596634>
  - Dial-In Phone Number: (312) 626-6799
- **Data Coordinator Office hours 1:00 pm each Thursday** (except the Thursdays when the monthly Data Coordinator webinar is held).
  - Zoom link: <https://ldoe.zoom.us/j/93069704449>
  - Dial-In Phone Number: (408) 638-0968
- **Data Coordinator Monthly Webinar 1:00 pm usually the first Thursday of each month**
  - Thursday, September 16 See the full [2021-22 Data Coordinator Webinar schedule](#)
  - Zoom Link: <https://ldoe.zoom.us/j/976397929>
  - Dial-In Phone Number: (408) 638-0968
  - Meeting ID#: 976 397 929

# Louisiana SecureID System (eScholar)

## Who to contact for support

Who to Contact for Support	For assistance with
<a href="mailto:anantha.lakkakula@la.gov">anantha.lakkakula@la.gov</a>	<ul style="list-style-type: none"> <li>•Split a Shared LASID, Retire a Duplicate LASID, LASID Audits</li> <li>•Administrative functions such as system settings and configurations</li> <li>•eScholar User Access and Role Based Questions</li> </ul>
<a href="mailto:jayanthi.sothirajah@la.gov">jayanthi.sothirajah@la.gov</a> <a href="mailto:wanggan.yang@la.gov">wanggan.yang@la.gov</a>	<ul style="list-style-type: none"> <li>•SecureID, DirectMatch or StaffID general questions</li> <li>•Security Coordinators needing eScholar credentials or assistance provisioning their school system staff with eScholar system access</li> </ul>
<a href="mailto:support@escholar.com">support@escholar.com</a>	<ul style="list-style-type: none"> <li>•eScholar FTP Industry Based Credentials (IBCs) folders</li> <li>•eScholar FTP HiSet folders</li> <li>•Software bugs (system outage, security issues etc.)</li> <li>•File Format/Upload Questions</li> <li>•Requests for utilizing web services</li> </ul>
Your LEA Security Coordinator	<ul style="list-style-type: none"> <li>•System access for new users</li> <li>•Assistance with your eScholar login/password</li> </ul>
<a href="mailto:wen.fan@la.gov">wen.fan@la.gov</a> or <a href="mailto:LDEdata@la.gov">LDEdata@la.gov</a>	<ul style="list-style-type: none"> <li>•Data Management FTP Updates and support</li> </ul>



# Who to contact for support

Email the system data managers listed below if you need assistance with the collections.

- Data Systems Manager: [Sherry.Randall@la.gov](mailto:Sherry.Randall@la.gov)
- Special Education Reporting (SER) & EdLink LEAP 2025 Assessment Data & Snapshot: [Bernetta.Sims@la.gov](mailto:Bernetta.Sims@la.gov)
- EdLink Student data submissions & snapshots, Dropout Corrections: [Tara.Baylot@la.gov](mailto:Tara.Baylot@la.gov)
- Student Transcript System (STS) and EdLink transcript/IBC data submissions: [SystemSupport@la.gov](mailto:SystemSupport@la.gov)
- Profile of Educational Personnel (PEP) & Annual Financial Reporting (AFR) and EdLink Staff data submissions: [SystemSupport@la.gov](mailto:SystemSupport@la.gov)
- School Finder and Principal and Superintendent Secure Portal assistance: [SystemSupport@la.gov](mailto:SystemSupport@la.gov)
- 2021-2022 System Enhancements & Sponsor Site System (SPS): [Kaylie.Loupe@la.gov](mailto:Kaylie.Loupe@la.gov)
- EdLink Security for Dashboard Access and Other EdLink360 Issues: [edLink360@la.gov](mailto:edLink360@la.gov)
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